

SHG_HCAHPS_Nat

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

HCAHPS Question	HCAHPS Answer Description
How often did nurses communicate well with patients?	Nurses always communicated well
How often did nurses communicate well with patients?	Nurses usually communicated well
How often did nurses communicate well with patients?	Nurses sometimes or never communicated well
How often did doctors communicate well with patients?	Doctors always communicated well
How often did doctors communicate well with patients?	Doctors usually communicated well
How often did doctors communicate well with patients?	Doctors sometimes or never communicated well
How often did patients receive help quickly from hospital staff?	Patients always received help as soon as they wanted
How often did patients receive help quickly from hospital staff?	Patients usually received help as soon as they wanted
How often did patients receive help quickly from hospital staff?	Patients sometimes or never received help as soon as they wanted
How often was patients' pain well controlled?	Pain was always well controlled
How often was patients' pain well controlled?	Pain was usually well controlled
How often was patients' pain well controlled?	Pain was sometimes or never well controlled
How often did staff explain about medicines before giving them to patients?	Staff always explained

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HCAHPS Answer Percent

77%

18%

5%

81%

15%

4%

65%

25%

10%

70%

23%

7%

62%

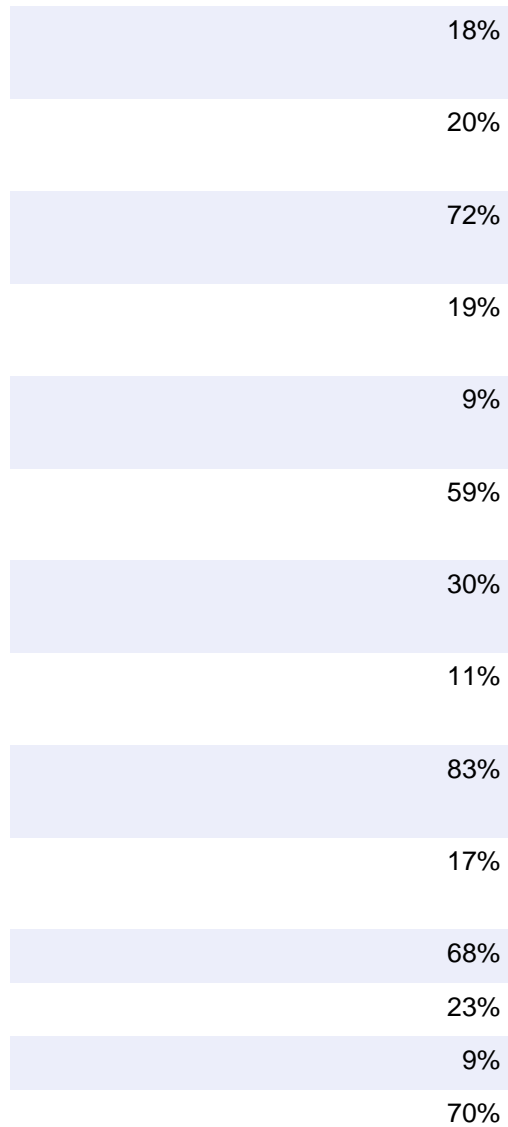
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How often did staff explain about medicines before giving them to patients?	Staff usually explained
How often did staff explain about medicines before giving them to patients?	Staff sometimes or never explained
How often were the patients' rooms and bathrooms kept clean?	Room was always clean
How often were the patients' rooms and bathrooms kept clean?	Room was usually clean
How often were the patients' rooms and bathrooms kept clean?	Room was sometimes or never clean
How often was the area around patients' rooms kept quiet at night?	Always quiet at night
How often was the area around patients' rooms kept quiet at night?	Usually quiet at night
How often was the area around patients' rooms kept quiet at night?	Sometimes or never quiet at night
Were patients given information about what to do during their recovery at home?	Yes, staff did give patients this information
Were patients given information about what to do during their recovery at home?	No, staff did not give patients this information
How do patients rate the hospital overall?	Patients who gave a rating of 9 or 10 (high)
How do patients rate the hospital overall?	Patients who gave a rating of 7 or 8 (medium)
How do patients rate the hospital overall?	Patients who gave a rating of 6 or lower (low)
Would patients recommend the hospital to friends and family?	YES, patients would definitely recommend the hospital

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friends and family?

Would patients recommend the hospital to friends and family?

YES, patients would probably recommend the hospital

Would patients recommend the hospital to friends and family?

NO, patients would not recommend the hospital (they probably would not or definitely would not recommend it)

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25%

5%